

# CUSTOMER GUIDELINES: DXB/AUH/BAH/AMM/DOH/LCA/RUH book away policy - 11 Mar 2026, 02:00 PM


## Customer Guidelines


Due to the escalation of the Middle Eastern situation overnight, we are offering customers the following flexibility.

11-MAR-2026 14:00 UK



Advice for British Airways-125 or other airline ticketed customers whose flight is still OPERATING

Rebook onto	British Airways (BA) as per Guidelines below
Affected Airport	DXB, AUH, BAH, AMM, DOH, LCA & RUH
Tickets issued by	11 MAR 2026
Ticket travel dates	28 FEB 2026 – 15 APR 2026
New travel dates	Up to and including 30 APRIL 2026
Period	Return sector can be beyond 30 APRIL 2026 if essential to maintain original duration (within ticket validity)
Rebooking Allowance	 <b>Rebooking Guidelines</b> When rebooking a customer:  Always rebook into the same class as the original flight, or the lowest available class within the same cabin.  You may rebook on the following carriers if you are not changing Destination/Origin: <ul style="list-style-type: none"><li>o Air France (AF)</li><li>o Lufthansa (LH)</li><li>o Swiss (LX)</li><li>o Iberia (IB)</li><li>o Scandinavian (SK)</li><li>o Austrian Airlines (OS)</li></ul>

	<ul style="list-style-type: none"> <li>o Brussels Airlines (SN)</li> <li>o American Airlines (AA)</li> <li>o Malaysia Airlines (MH)</li> <li>o Cathay Pacific (CX)</li> <li>o Oman Air (WY)</li> <li>o Royal Jordanian (RJ) for LHR-AMM-LHR Only rebook in A class (Economy) &amp; Z class (Business).</li> <li>o EL AL (LY)</li> <li>o Finnair (AY)</li> </ul> <p>Same cabin, lowest class available, Same Destination &amp; Origin ONLY</p>
Origin/Destination/Stopover changes	<p>Origin – YES (Onto BA operated flights only)</p> <p>Destination – YES (Onto BA operated flights only)</p> <p>Waive change fee &amp; service fee. Fare to be re-priced and any adcol to be collected. <u>No REFUND</u> of fare difference.</p> <p>Stopover – YES</p> <p>Origin/Destination/Stopover changes also permitted for BA/IB Holidays</p>
Refunds Allowed	<p>No – For customers on <b>cancelled</b> flights, follow standard Customer Handling Guidelines</p>
Redemptions included	<p>Yes – Change of destination is allowed, rebook into redemption classes on BA services only, or lowest available on other carriers</p>
BA* QR Operated	<p>This policy also applies to any BA* QR operated flights that are operating via DOH.</p>
Travel Agency PNR's	<p><u>GDS PNR</u> Agency to follow these guidelines and self-manage rebooking and reissue via their GDS. No waiver code needed.</p> <p><u>NDC PNR</u> Agency to follow these guidelines and manage via API capabilities. Otherwise, call Trade Support for assistance.</p> <p>THIS GUIDELINE WILL BE PUBLISHED ON BATPC</p>
Important Information	<p> <b>Additional Conditions</b></p> <p>One involuntary ticket change allowed from the above options.</p> <p>It is essential that clear remarks are added to the PNR to reflect the conversation with the customer and the option that has been accepted.</p> <p>Add OS BA MIDDLE EAST SITUATION</p> <p>Add OSI for customer phone number/email address</p> <p>Terms and conditions from original ticket apply for any further voluntary changes.</p> <p>All BA operated sectors in a booking can be changed if at least one of the BA operated sectors is eligible above. Other sectors in the booking must be rebooked in the same class or lowest available in the same cabin as originally booked.</p> <p>Any changes to non-BA operated sectors will need to be requoted and any possible fare difference charged to the customer.</p> <p> <b>Disclaimer</b></p> <p>Adherence to commercial policies/conditions of carriage guidelines remains entirely the responsibility of the user.</p> <p>Any additional expenses incurred are the responsibility of the customer.</p> <p>BA reserves the right to withdraw guidelines at any time.</p>